

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline

A3.31.1 Description of Service

- A. The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service for qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996 *and the FCC Report and Order and Further Notice of Proposed Rulemaking in WC Docket No. 11-42, adopted January 31, 2012*. Specific terms and conditions are as prescribed by the Kentucky Public Service Commission and are as set forth in this tariff. (C)
- B. Lifeline is supported by the federal universal service support mechanism.
- C. Federal baseline support of \$8.20 is available for each Lifeline service and is passed through to the subscriber. An additional \$3.50 credit is provided by the Company. Supplemental federal support of \$1.75, matching one half of the Company contribution, will also be passed along to the Lifeline subscriber. The total Lifeline credit available to an eligible customer in Kentucky is \$13.45. The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage.

A3.31.2 Regulations

- A. General
 - 1. One low income credit is available per household and is applicable to the primary residential connection only. *Lifeline support is limited to a single subscription per household where household is defined to be any individual or group of individuals who are living together at the same address as one economic unit. For the purposes of this rule, an economic unit consists of all adult individuals contributing to and sharing in the income and expenses of a household.* (C)
 - 2. A Lifeline customer may subscribe to any local service offering available to other residence customers. (C)
 - 3. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber. (T)
 - 4. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month. (T)
 - 5. Lifeline service is exempt from the Installment Billing Service Fee. (T)
 - 6. The Federal Universal Service Charge will not be billed to Lifeline customers. (T)
 - 7. A Lifeline subscriber's local service will not be disconnected for non-payment of toll charges. Local service may be denied for non-payment of local calls in accordance with A2. Access to toll service may be denied for non-payment of toll *charges*. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges. (T)
 - 8. The non-discounted federal Lifeline credit amount will be passed along to resellers ordering local service at the prescribed resale discount from this Tariff, for their eligible end users. Any additional credit to the end user will be the responsibility of the reseller. Eligible carriers, as defined by the FCC, are required to establish their own Lifeline programs. (T)
- B. Eligibility
 - 1. To be eligible for Lifeline, a customer must be a current recipient of any one of the following low income assistance programs. (T)
 - a. Supplemental Security Income (SSI)
 - b. *Supplemental Nutrition Assistance Program (SNAP)* (T)
 - c. Medicaid
 - d. Federal Public Housing *Assistance/Section 8* (T)
 - e. Low-Income Home Energy Assistance Program (LIHEAP)
 - f. Temporary Assistance *for* Needy Families (TANF) (T)
 - g. National School Lunch *Program's* free lunch program (T)
 - 2. Additionally, customers not receiving benefits under one of the preceding programs, and whose total gross annual income does not exceed one hundred and thirty-five percent (135%) of the Federal Poverty Guidelines are eligible for Lifeline. (N)
 - 3. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program. (T)



A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline (Cont'd)

A3.31.2 Regulations (Cont'd)

C. Certification

1. Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for service. The Lifeline credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation prior to the Company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis. **Recertification is required annually.** (C)
2. The Company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.
3. When a customer is determined to be ineligible as a result of an audit, the Company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.
4. Resellers providing Lifeline service from this tariff are responsible for determining proof of eligibility prior to requesting the service. As set forth in 47 C.F.R. § 417(a) and (b), a reseller must provide a certification, upon request, to **AT&T** that it is complying with all FCC and applicable State requirements governing Lifeline programs, including certification and verification procedures. Resellers are required to retain the required documentation for three (3) years and be able to produce the documentation to the Commission or its Administrator to demonstrate that they are providing discounted services only to qualified low-income customers as outlined in B. **preceding**. Disclosure requirements described in 2., are applicable to resellers of Lifeline service. (T)

A3.31.3 Rates and Charges

A. General

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
2. Service Charges in Section A4. are applicable for installing or changing Lifeline service.
3. The Secondary Service Charge in Section A4. is not applicable when existing service is converted intact to Lifeline service. (T)

B. The **total** Lifeline credit consists of **one Federal credit plus one Company credit** (T)

(1) Federal credit, one per Lifeline

	Monthly Credit	USOC	
(a) Supplemental Security Income (SSI)	\$9.95	ASGFS	
(b) Supplemental Nutrition Assistance Program (SNAP)	9.95	ASGFC	(T)
(c) Medicaid	9.95	ASGS1	
(d) Federal Public Housing Assistance/Section 8	9.95	ASGFP	(T)
(e) Low-Income Home Energy Assistance Plan (LIHEAP)	9.95	ASGFL	
(f) Temporary Assistance for Needy Families (TANF)	9.95	ASGFA	(T)
(g) National School Lunch Program's free lunch program	9.95	ASGFN	(T)
(h) Income at or below 135% of the Federal Poverty Guidelines	9.95	ASGFA	(N)

(2) Company credit

(a) One per Lifeline service	3.50	CRA
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A4. SERVICE CHARGES

A4.2 Application of Charges (Cont'd)

A4.2.6 Service Charge Exceptions (Cont'd)

- A. Service Charges do not apply for: (Cont'd)
 - 10. Requests for full or partial disconnection.
 - 11. Upgrades from BellSouth Back-Up Line service to business individual line service or ISDN service.
 - 12. The connection, move or change of telephone service previously provided over a Government System where there is no break in the continuity of service.
- B. When a customer's request is provided:
 - 1. In accordance with a promotional waiver, additional service subject to an equal or lesser Service Charge may be made a part of the promotional order. Charges for Line Connection, Line Change, or Premises Work will apply, if applicable, for additional service.
 - 2. In accordance with the Service Charge waivers listed in A4.2.6.A.2. through 6. preceding, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.
- C. The Secondary Service Charge is not applicable:
 - 1. Secondary Service Charges will not apply in response to competitive situations for residence subscribers who order one or more of the services listed below.
 - a. Custom Calling Service
 - b. Prestige Communications Service
 - c. Grouping Service
 - d. RingMaster Service
 - e. TouchStar Service
 - f. Designer Listings
 - g. Message Waiting Indication
 - h. Customized Code Restriction
 - i. Voice Mail Calling Features Package
 - j. Privacy Manager Service

A4.2.7 Installment Billing

- A. Service may be established in advance of payment of service charges. At the customer's option, installation and Service Charges may be paid in up to twelve monthly installments meeting or exceeding the minimum monthly payment shown below. One Installment Billing Arrangement is applicable per customer request as defined in A4.1. If Installment Billing is requested on additional installation and Service Charges incurred while a balance is due, the additional charges will be established as a Separate Installment Billing arrangement.
- B. Installment Billing is not available to resellers of local exchange service.
- C. Installment Billing Service Fee
 - 1. An Installment Billing Service Fee is applicable to Installment Billing payment arrangements established for regulated services purchased from this Tariff by residence customers, by business customers with ten lines or less, and to payment arrangements made for overdue bill balances per A2.4.3.
 - (a) The fee applies for each installment arrangement billed. It is not Concession eligible.
 - (b) Multiple Installment Billing Service fees may appear on one bill if the customer has multiple Installment Billing arrangements in effect.
 - (c) A customer paying the balance due in less than the predetermined number of installments will not be charged for unbilled installments.
 - (d) The fee will not apply to Lifeline service or CPE (Customer Provided Equipment).

(T)

